

## Using data as a true asset

**The Washington State Health Care Authority (HCA) is a government agency that oversees the state's top two health care programs. Their vision was to create a robust data governance operation to improve data delivery and reduce the risks associated with data sharing. We partnered with HCA to effectively implement their vision.**

### The opportunity:

After installing a data storage and analytics platform, HCA needed a detailed roadmap for data governance. They also wanted to:

- Capitalize on new technical capabilities to enable customer self-service and reduce dependencies on employee work effort to create value for the organization.
- Help facilitate program creation, support operational needs, and utilize automation to create efficiencies.
- Implement ITSM – a service management tool.

### Our unique approach:

First, we provided a subject-matter expert who worked with organizational leaders to define program needs and key performance measures.

We kept multiple projects moving forward, including data governance, data management, data architecture, data transfer/storage and data stewardship.

Finally, we created a strategic approach to data governance that included hiring a Chief Data Officer, restructuring the teams supporting each of the business functions, and creating policies and processes that balanced risk mitigation with operational innovation.

### Client results:

*The organization built a strong foundation upon which to catalyze a powerful new asset: data.*



**What's next for your organization? We'd love to be a part of it.**

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